

REMARKS

This response is to the Office Letter mailed in the above-referenced case on October 23, 2002, made Final. In the Office Letter the Examiner has rejected claims 1-10 under 35 U.S.C. 103(a) as being unpatentable over Kikinis (U.S. 5,727,159), herein Kikinis, in view of Banerjee (US 6,292,181) hereinafter Banerjee.

Applicant has carefully reviewed the art provided by the Examiner and has noted the Examiner's rejections and comments. Applicant herein amends the independent claims to more particularly point out the subject matter applicant believes to be patentable over the art of Kikinis and Banerjee.

Applicant herein amends claim 1 and 6 to specifically recite that the proxy server, workstation and the data and software tools of the communication center are all inter-connected on a LAN. Claims 3 and 8 are canceled. Claims 11-12 are added for examination.

Applicant wishes to limit the invention to the LAN connectivity, and particularly point out that all of the data and software functions of the communication center are available to the workstation on the LAN. Applicant's goal is to point out the patentable operations which occur between the workstation and the call center, while still being controlled by the lite computerized device.

In applicant's invention, as claimed, the lite computerized device is not limited to the applications of the workstation, as in the art of Banerjee and Shutzman. In applicant's system the lite computerized device can access and operate any communication center resources that are available on the LAN. Including the possibility of accessing other workstations at remote communication centers connected to the LAN via a WAN.

The Examiner states that it is well known that a workstation operates as a server (Schutzman, col. 3, line 33 to col. 4, line 19). Applicant has studied the portion of Schutzman provided by the Examiner and the user has only the ability to launch software, (i.e. spreadsheet, word program), installed on the workstation. Kikinis, as admitted by the Examiner, also fails to teach any capability of operating all software all software and data systems available at the communication center.

Applicant believes the unique architecture and functionality claimed in the present invention enables a remote computer-lite device, operated by a knowledge worker, to have access and functions of a communication center network not before available in the art.

Applicant points out that having many highly skilled workers in the field and not in the communication center may be, at times, a considerable liability to the communication center, but unavoidable at times. The present invention, as claimed, alleviates this problem. Even top management personnel may enjoy the freedom of working in the field when all aspects of a communication center are controllable using a lite computerized device. Such tasks include, but are not limited to, researching and creating virtually any type of system report regarding data held in repository 11, updating and creating new management applications that may alter or enhance communication center functionality, and other such system-administrator-type duties.

Figure 2 of applicant's invention, shows that LAN 45 is the network through which the "in-house" KW is empowered to access such as a CINOS MGR server 29, repository 11, and other connected data sources and systems (not shown) that may be present in a communication center such as center 9.

Applicant believes that claims 1 and 6, as amended, are patentable over the art provided by the Examiner. The hand-held device of Kikinis is primarily for downloading information from the Internet. Therefore, there

is no motivation for the hand-held device in Kikinis to connect to a workstation connected to a LAN in a communication center thereby having full access to the data systems and software of the communication center. Banerjee and Schutzman also fail to teach or suggest the LAN limitations of applicant's independent claims as amended. Dependent claims 2, 4-5, 7, and 9-12 are patentable on their own merits, or at least as depended from a patentable claim. Claims 3 and 8 are herein canceled.

It is clear that the prior art provided by the Examiner in this response does not anticipate or suggest the invention as herein amended and claimed. It is therefore respectfully requested that this application be reconsidered, the claims be allowed, and that this case be passed quickly to issue.

If there are any time extensions needed beyond any extension specifically requested with this amendment, such extension of time is hereby requested. If there are any fees due beyond any fees paid with this amendment, authorization is given to deduct such fees from deposit account 50-0534.

Version With Markings to Show Changes Made

1. (Fourth Amendment) In a communication center having agent workstations, a system for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the system comprising:

 a proxy server executing a software suite;
 [a first two-way data link between the proxy server and] a workstation at the communication center; [and]
 a local area network (LAN) connecting the proxy server, the workstation and the data and software tools of the communication center;
 and

 a [second] two-way data link between the proxy server and the light computerized device used by the remote agent;

 characterized in that the proxy server, by the software suite, upon establishing a connection over the second data link, ascertains hardware and software characteristics of the light computerized device, establishes a connection to a workstation at the communication center over the [first two-way data link] LAN at direction of the light computerized device, whereby the light computerized device has full access to all data systems and is capable of operating all software available at the communication center from the workstation, via the LAN, on behalf of and according to direction from the light computerized device, transforms the data and results of the software operations into a form useable by the light computerized device,

and transmits the transformed information to the light computerized device via the [second] two-way data link.

2. (Unchanged) The system of claim 1 wherein the light computerized device is one of a hand-held computer, a personal digital assistant, a portable laptop computer, and a cell telephone.

4. (Amended) The system of claim [3] 1 wherein the [second] two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

6. (Twice Amended) In a communication center having agent workstations, a method for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the method comprising the steps of:

- (a) establishing a connection between the light computerized device and a proxy server over a [first] two-way data link;
- (b) ascertaining hardware and software characteristics of the light computerized device over the established connection on the [first] data link;
- (c) establishing a local area network (LAN) connection between the proxy server and the workstation at the communication center [over a second two-way data link] at direction of the light computerized device;
- (d) accessing, from the workstation, all data systems and software available [to the workstation] at the communication center on the LAN, on behalf of and according to direction from the light computerized device;

(e) transforming the data and results of the software operations into a form useable by the light computerized device, and transforming the data and commands from the light computerized device to a form useable by the software operations; and

(f) transmitting the transformed information to the light computerized device from the software operations at the communication center and to the software operations from the light computerized device via the [first] two-way data link.

Cancel claim 8.

9. (Amended) The method of claim [8] 6 wherein the [first] two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

Claims 11 and 12 are herein added for examination:

11. The method of claim 9 wherein the LAN has access to an outside wide area network (WAN) connecting a plurality of remote proxy servers, each at a separate call center, via the proxy server, and the lite computer device connects to and operates software and accesses data of at least one of the remote call centers via a workstation at, at least one of the plurality of call centers.

12. The system of claim 1 wherein the LAN has access to an outside wide

area network (WAN), via the proxy server, connecting a plurality of remote proxy servers, each at a separate remote call center, and the lite computer device connects to and operates software and accesses data of at least one of the plurality of remote call centers via a workstation at one of the plurality of call centers.

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